

# Legislative Finance Committee

## IT Project Portfolio: Post Implementation Report

LFC Meeting Date: September 25-26, 2014

1. Agency: Montana Department of Justice
2. Project title: Montana Insurance Verification System (MTIVS)
3. Executive sponsor: Sarah Garcia, Motor Vehicle Division Administrator
4. Project close date: July 1, 2014
5. Appropriated budget amount: \$338,640
6. Total project development cost: \$327,200
7. Expected ongoing annual cost: \$578,992
  - a. \$252,000 - Ongoing MTIVS access, utilization, maintenance, and support including batch processing and notice generation.
  - b. \$286,992 - Ongoing MTIVS Montana citizen contact center operations, including mailing operations.
  - c. \$40,000 - .5 Full Time Equivalent
8. Year the ongoing annual cost started: 2013
9. Funding source(s) for ongoing cost: State Special Revenue & General Fund
10. List the primary project goals:
  - a. Creation of an online motor vehicle liability insurance verification system per MCA 61-6-157 to verify motor vehicle owner/operator compliance with Montana motor vehicle liability policy compliance.
  - b. Implement a world wide web-based system to allow current internal State systems, or authorized users to use information from Montana vehicle registration records and insurance companies that write policies in Montana to access up-to-the-minute data to confirm if a vehicle has minimum liability insurance coverage.
  - c. Interconnect with other state systems and national networks used by the Montana Highway Patrol (MHP), Courts, and other Montana law enforcement agencies to enforce motor vehicle insurance related laws.
    - i. Ultimate goal is to reduce the number of drivers in Montana who do not carry liability insurance as required by Montana law.
  - d. Fulfill DOJ's strategic initiative to implement effective technology.
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Project Objectives	Metric Used	Final Results
1	Implement project phases on	Negotiations with DOJ	Agreed upon phases

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	Key Project Objectives	Metric Used	Final Results
	time.	and selected vendor.	implemented per contract.
2	MTIVS implemented for law enforcement use via web portal.	Successful User Acceptance Test with law enforcement.	In May 2012, MHP began using the MTIVS web service to electronically verify proof of vehicle liability insurance during traffic stops.
3	MTIVS implemented for Courts use via web portal.	Successful User Acceptance Test	Insurance verification capabilities extended to local courts in August 2012.
4	MTIVS implemented for MVD and County Treasurer Offices	Successful User Acceptance Test	Insurance verification capabilities accessible in August 2012.

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

	Start Date	Resolved Date	Issues and Concerns
1	September 2014		<p><u>Issue:</u> Montana has a higher population of commercially insured vehicles, currently this type of policy is not required to be reported.</p> <p><u>Reply:</u> MVD working with the MTIVS vendor to provide a process to identify vehicles under commercial policies so we can exclude them from reporting as unconfirmed.</p>
2	September 2014		<p><u>Issue:</u> Some of the insurance companies do not confirm insurance for vehicles when the policy is purchase in a state and the state sending the verification request is not the same state as where the policy is purchased.</p> <p><u>Reply:</u> We are working to determine how to identify these vehicles and procedure for handling them.</p>

13. Please add additional comments the agency would like to provide to the committee, if any.

Based upon the latest guidance provided from the State Project Management Office (PMO), this project is closed. MTIVS is in production, and we are currently paying monthly operations and maintenance fees to the vendor. MVD is working two enhancements to the production service and business process: (1) provide a process to identify vehicles insured under commercial policies and (2) initiate a letter campaign to educate the public, develop business processes for

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MTIVS users, and then implement vehicle registration suspensions when an “UNCONFIRMED” response for insurance is received at the time of registration renewal.